

Materiality (material aspects) and Key CSR Activities of the JR East Group

Taking railway privatization and the Great East Japan Earthquake as starting points, we formulated Group Management Vision V: Ever Onward to re-consider the role that our corporate group should play in future and what we should aim for in order for the company to evolve.

Based on the basic concept of "Thriving with communities, growing globally," which defines the overall direction of our group, and on the expectations of various stakeholders, we established our core management pillars by specifying six key business issues and identified the key matters which the JR East Group should address (material aspects).

The present document will report on the material aspects and where impacts occur for them (boundaries). These aspects and boundaries are identified based on the steps below.

Step 1	<ul style="list-style-type: none"> • We broadly selected topics in light of their relevance to the economic, environmental, and social factors indicated in the G4 guidelines and to the JR East Group's business (business areas, business flow) as well as their relevance to the management vision. • In order to identify the boundaries of the relevant topics, we considered their relevance to our business flow and relationship with stakeholders and the extent of their impact on both inside and outside the organization. *In identifying topics, with the future in mind, we have also taken the sustainability context into account, including social and environmental trends in our business territories, in Japan, and overseas.
Identification of relevant topics and boundaries	
Step 2	<ul style="list-style-type: none"> • We identified high-priority topics (material aspects) by considering various factors, such as key stakeholders' concerns, matters and information essential to decision-making, the extent of the impact on society and the environment, and topics and targets (KPIs) that are a focus of the management vision and business of JR East. *The management vision takes into account not just improving safety and services, which are fundamental to the railway business, but also issues such as disaster recovery and revitalization of the regional economy in eastern Japan—the area where we conduct our business—and addressing climate change and other environmental problems. In addition, with regard to overseas business expansion, it includes involvement in projects in view of the future development of regions where railways are deemed necessary from an economic, social, and environmental perspective, and takes into account the sustainability context, both domestically and internationally. Furthermore, it includes consideration of actions relating to the Tokyo Olympic and Paralympic Games.
Prioritization of relevant topics	
Step 3	<ul style="list-style-type: none"> • We double-checked the validity of the identified material aspects in terms of their scope (scope of aspects covered in the report), aspect boundaries (the description of where impacts occur for each material aspect), and time (the completeness of selected information with respect to the reporting period). At this stage, we considered not only stakeholders' expectations and needs but also looked at the future needs of society, the impact on society, and the company's social responsibilities as well as a wide range of business areas, and we also took into account the completeness of material aspects by verifying that no matters had been overlooked. • At the same time as this step in the process, the identified material aspects were discussed with and approved by the Committee on Ecology Promotion (one of the internal committees that makes management-related decisions as stipulated by company regulations).
Defining and verifying validity	
Step 4	<ul style="list-style-type: none"> • In order to prepare the report for the next fiscal year, we will evaluate the validity of this report's content, taking into account feedback obtained from stakeholders in the meantime and the sustainability environment (based on social trends, etc.), and this evaluation result will be reflected in the identification of material aspects as necessary.
Review	

*East Japan Railway Company is an Official Passenger Rail Transportation Services Partner of the Tokyo 2020 Olympic and Paralympic Games.

○ Identified Materiality (Material Aspects)

JR East Group Management Vision V			Material Aspects	GRI Indicators		JR East's KPI
Eternal Mission	KIWAMERU (Excel)	Pursuing "Extreme Safety Levels"	Customer Health and Safety	G4-PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement.	Measures for improving safety in various aspects, etc.
				G4-PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes.	Total number of injury accidents, fatal accidents.
			Occupational Health and Safety	G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender.	Total number of occupational accidents, fatal accidents, and lost-time injuries and leave frequency rate.
	MIGAKU (Improve)	Service Quality Reforms	Product and Service Labeling	G4-PR5	Results of surveys measuring customer satisfaction.	Results of surveys measuring customer satisfaction.
	TOMO NI IKIRU (Together)	Strengthening collaboration with local communities	Employment	G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region.	Total number of hires and employee turnover by region.
Local Communities			G4-SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	Summary of business contributing to community revitalization and tourism promotion and summary of business contributing to strengthening networks and urban development.	
Pursuing Unlimited Potential	HIRAKU (Pioneer)	Technological innovation	Energy	G4-EN3	Energy consumption within the organization.	Consumption by energy type, purchased/self-generated power amount.
				G4-EN5	Energy intensity.	Electricity used for railway operations per unit of transport volume. Energy consumption per unit of floor area at branch offices, etc.
				G4-EN6	Reduction of energy consumption.	Reduction Rate of Energy Consumption Intensity Established by Each JR East Group Company.
				G4-EN7	Reductions in energy requirements of products and services.	Changes in amount of energy consumed over time.
			Emissions	G4-EN15	Direct greenhouse gas (GHG) emissions. (Scope 1)	Greenhouse Gas (GHG) Emissions. (Scope 1)
				G4-EN16	Energy indirect greenhouse gas (GHG) emissions. (Scope 2)	Greenhouse gas (GHG) emissions. (Scope 2)
			Effluents and Waste	G4-EN23	Total weight of waste by type and disposal method.	Amount of waste generated by source (station/train waste, general rolling stock centers, facility construction, group companies) and recycling rate. (main disposal method)
	G4-EN24	Total number and volume of significant spills.		Number of such cases occurred.		
	NOBIRU (Grow)	Tackling New Business Areas	Local Communities	G4-SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	Active participation in international railway business projects.
	HABATAKU (Empower)	Developing Employees and Creating Corporate Culture That Maximizes Human Potential	Training and Education	G4-LA9	Average hours of training per year per employee by gender, and by employee category.	Average hours of training per year per employee by gender, and by employee category. Number of technical academy participants.
Diversity and Equal Opportunity			G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	Number of female executives (ratio) and number of female managers. (ratio)	
Others			Human Rights Grievance Mechanisms	G4-HR12	Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms.	Number of inquiries to Compliance Hotlines Implementation status of barrier-free facilities. (vertical transportation, accessible washrooms)
			Overall	G4-EN31	Total environmental protection expenditures and investments by type.	Environmental accounting.
			compliance	G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Status of non-compliance, administrative guidance, etc.
				G4-SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Status of non-compliance, administrative guidance, etc.
			G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Status of non-compliance, administrative guidance, etc.	

*The extent of impact (boundaries) of the materiality (material aspects) identified above is all within the JR East Group.